

From: Karen Asher
To: Microsoft ATR
Date: 11/17/01 7:32pm
Subject: Comment on Proposed MS Settlement

Sirs,

As a former employee of the Bell System who served during Divestiture, I would like to congratulate you on perpetrating the biggest joke ever attempted in the field of anti-trust/anti-competition law. It is encouraging to see evidence of such broad and uninhibited slapstick in a field that is, normally, devoid of any vestige of humor.

I won't address the Proposed Microsoft Settlement terms as I feel Mr. Nader's previous comments to you need no embellishment.

I will speak to my experience as a Microsoft customer and to the frustration and limitations of operating a consumer PC while using an MS platform. In order to keep my Operating System (OS) functional, it was necessary to refrain from deleting MS's Internet Explorer which I do not use. At that time, my resources were limited and I was not in a position to purchase either another PC or a larger hard disk drive. I was not able to fully use all of the functions of that machine which I bought for my own purposes. I consider that to be as intrusive as any other of MS's business practices.

Since then, I have purchased other machines with larger disk space and newer Operating Systems. All of these Operating Systems have been variations of MS Windows as I use MS Office for my personal and business needs. Each machine has the same limitation caused by disk space taken up by MS's Internet Explorer. The most recent OS (ME) will not perform the OS-update function unless Internet Explorer is loaded. No "patches", no security updates, nothing. If you feel that this isn't non-competitive in design and effect, then you have seriously failed to assess the totality of the circumstances from the consumer's point of interest. MS's intrusive and un-warranted business practices have cost me money I did not wish to spend over and above the cost of my purchase of their retail products. Microsoft has dictated to me, via their manipulation of their operating systems, the additional software that I could utilize and has prevented me from purchasing and/or using software that would have been of benefit to me.

As this trend has continued unabated since Windows 3.0, I have no reason to believe that it will cease as a result of your efforts. I insist that any settlement with Microsoft that purports to be undertaken on the behalf of consumers or potential competitors must include remedies sufficient to deter MS's monopolistic business practices. Full disclosure of source code to potential competitor's is essential to ensure this. It is also essential that MS not be permitted to place insurmountable obstacles in the path of such competitors. Your Proposed Settlement is not sufficient to guarantee the performance you claim it will produce and should be modified

accordingly.

Respectfully,

Karen L. Asher